Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (Currently Amended) A system for remote configuration monitoring of an industrial control system (2), the system comprising:

a) a device identifier (35), for determining components of an automation or control device (26) included in the industrial control system (20) by periodically querying the device (26) to obtain from the device (26) information identifying at least some of its component hardware, software and firmware, the device identifier (35) for providing a device database (33) with component identifications for the device (26); and

b) a device configuration manager (36), responsive to the component identifications in the device database (33), and further responsive to available device components in a database (34) of available device components, for comparing the installed device components with the available device components and for providing an offer to upgrade installed device components[[.]], wherein the database stores data relating to requests for information regarding the device components.

2. (Previously Presented) The system of claim 1, further comprising:

c) a system diagnostics manager (32), responsive to the component identifications in the device database (33), and further responsive to diagnostics information in a database (31) of end user system diagnostics, for providing device status queries, and for updating the database (31) of end user system diagnostics based on responses to the device status queries.

3. (Previously Presented) A system as in claim 1, wherein the device components of the automation or control devices are programmable logic controllers.

4. (Previously Presented) A system as in claim 1, wherein the device identifier communicates with the components of the automation or control devices via a wireless access protocol.

5. (Previously Presented) A system as in claim 1, further comprising a general technical information database (18), for providing general technical information about products organized by topic, and further wherein the general technical information database (18) maintains a record of requests for information made about a topic, thereby providing feedback on the useability of products.

6. (Original) A system as in claim 5, further wherein the record of requests for information made about a topic includes an identification of the requester.

7. (Previously Presented) A system as in claim 1, wherein the device identifier (35) queries the devices via the Internet.

8. (Currently Amended) A system for remote configuration monitoring of an industrial control system (2), the system comprising:

a) a device identifier (35), for determining components of a plurality of automation or control devices (22 or 26) included in the industrial control system (2) by periodically querying the devices (22 or 26) to obtain from each device (26) information identifying at least some of its component hardware, software and firmware, the device identifier (35) for providing a device database (33) with component identifications for the devices (22 or 26); and

b) a device configuration manager (36), responsive to the component identifications in the device database (33), and further responsive to available device components in a database (34) of available device components, for comparing the installed device components with the available device components and for providing an offer to upgrade installed device components[[.]], wherein the database stores data relating to requests for information regarding the device components.

9. (Previously Presented) The system of claim 8, further comprising:

c) a system diagnostics manager (32), responsive to the component identifications in the device database (33), and further responsive to diagnostics information in a database (31) of end user system diagnostics, for providing device status queries, and for updating the database (31) of end user system diagnostics based on responses to the device status queries.

10. (Previously Presented) A system as in claim 8, wherein the device components of at least one of the plurality of automation or control devices are programmable logic controllers.

11. (Previously Presented) A system as in claim 8, wherein the device identifier communicates with the components of the automation or control devices via a wireless access protocol.

12. (Previously Presented) A system as in claim 8, further comprising a general technical information database (18), for providing general technical information about products organized by topic, and further wherein the general technical information database (18) maintains a record of requests for information made about a topic, thereby providing feedback on the useability of products.

13. (Previously Presented) A system as in claim 12, further wherein the record of requests for information made about a topic includes an identification of the requester.

14. (Previously Presented) A system as in claim 8, wherein the device identifier (35) queries the devices via the Internet.